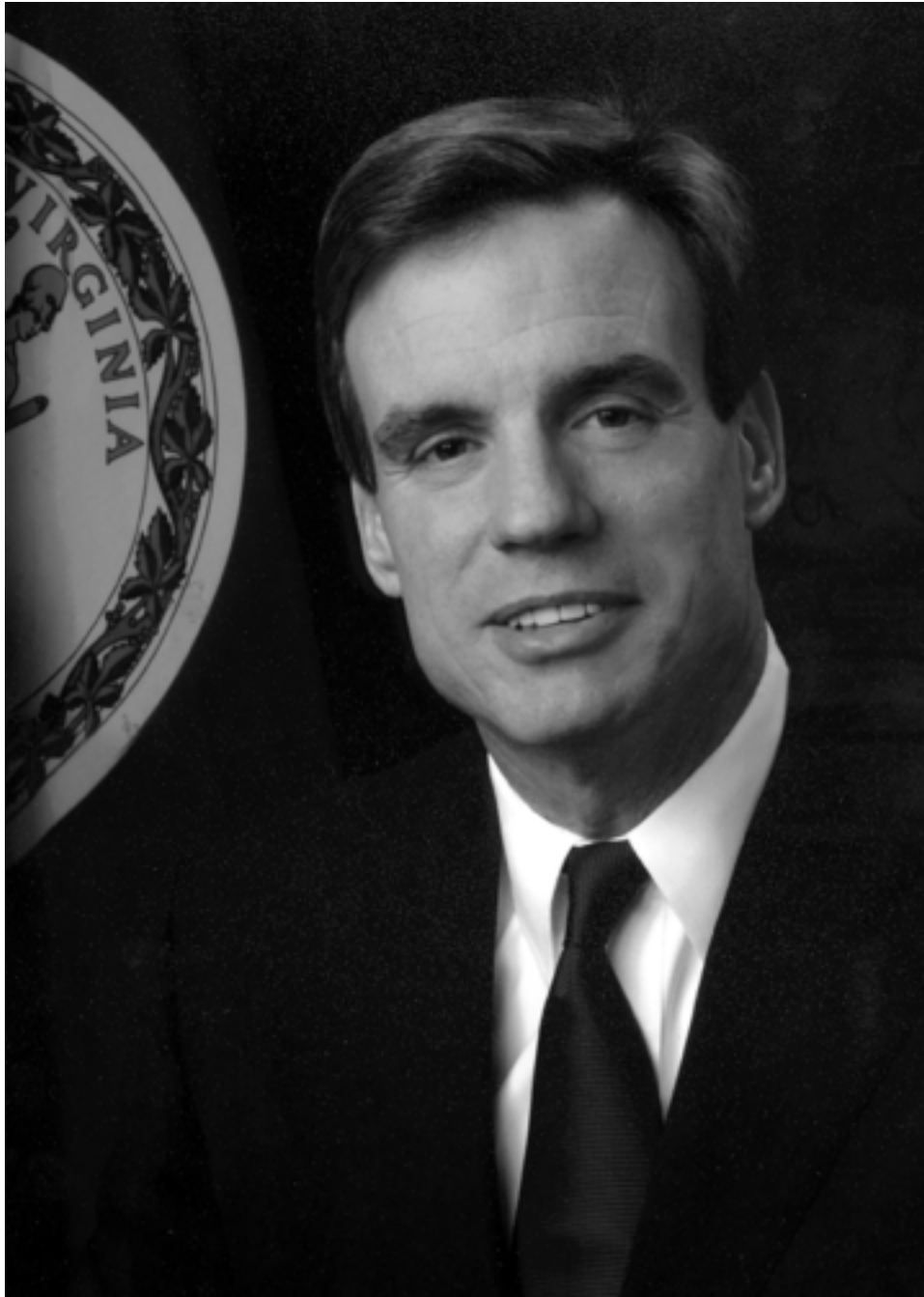


THE FIRST 100 DAYS



Mark R. Warner
69th Governor of Virginia

April 22, 2002



Mark R. Warner
Governor of Virginia

A Letter from Governor Warner

April 22, 2002

Dear Fellow Virginians,

I want to thank you for taking time to read this overview of our First 100 Days in office.

For me personally, this has been an exciting time, and I remain deeply grateful to the thousands of Virginians who entrusted me with the honor of serving as Governor.

Throughout my campaign, I promised to govern without regard for the partisan and regional divisions that have held us back for so long. I promised an administration that would be diverse, bipartisan, and accountable. My goals can be summed up in three words: Put Virginia First.

After 100 days, we have made significant progress toward that goal. We won passage of a carefully crafted state budget – avoiding the rancor that prevented a budget from even being passed last year. We have helped create more than 2,500 new jobs, many of them in areas that have experienced economic setbacks in recent months. We dispatched our Economic Crisis Strike Force to areas of Southside that need help. We have kept our commitment to trust the people to decide how best to help meet their transportation needs. We have launched a sweeping review of the very functions of state government, and we have created a new system of performance agreements for senior state officials. We have begun working on a long-term plan to increase funding for public education. We have enrolled more than 3,000 additional children – an increase of more than 10 percent – in to FAMIS, the federal-state plan to provide health insurance to children of working families. Perhaps most importantly, we have restored civility to the political process and brought a new era of cooperation between the General Assembly and the Governor's Office.

This report is designed to let you know how your state government is working. It is a work in progress. We want to hear your thoughts. As you read through this, if you have any questions or concerns, please give us a call at 804-786-2211 or send us an e-mail through our website, www.governor.state.va.us.

Thanks for your interest and your assistance in helping us Put Virginia First.

Sincerely,

Mark R. Warner

First 100 Days

Secretary of Technology



George C. Newstrom
Secretary of Technology

VISION

World-class leadership of state-government information technology supporting Virginia's prominence in the twenty-first century global economy.

MISSION

The Technology Secretariat will advise the Governor regarding the growth of information technology to enhance the position of Virginia businesses and the efficient and effective use of information technology in state government so that our citizens reap the benefits of the global digital economy.

The Technology Secretariat ensures that Virginia leads technology industries in the twenty-first century global economy by providing the best business environment for the global technology industry.

Overview

The Secretary of Technology oversees four state agencies:

- Department of Information Technology
- Department of Technology Planning
- Center for Innovative Technology
- Virginia Information Providers Network (VIPNet)

These agencies manage the Commonwealth's information technology (IT) and provide resources supporting the growing technology sectors that are helping drive Virginia's economy. Responsibilities include providing and supporting IT products, projects, and services; planning and implementing an IT strategy for state government; integrating and

implementing e-government services; and securing funding for technology-based research and development initiatives across the Commonwealth.

Key Accomplishments

Governor Warner is committed to ensuring that Virginia's economy is competitive in the 21st century's global business environment, to nurturing efforts to commercialize research and development, and to promoting growth in the technology sector. In addition, Governor Warner is committed to ensuring that IT is used to enhance the operation of state government and the delivery of state services to the citizens of Virginia. One of the charges Governor Warner gave to his Commission on Efficiency and Effectiveness is to examine ways that state government can "better use technology to improve service delivery and reduce costs." With the Commonwealth's annual spending on IT products and services estimated to range between \$800 million and \$1.2 billion, there is clearly room for greater efficiency. During the first 100 days, the administration has been focused on active management of these efforts, leading to the following accomplishments:

Evaluating mission of Center for Innovative Technology (CIT). The Secretary of Technology has begun a strategic planning process to help define the mission and objectives of the Center for Innovative Technology. Through this process, the Secretary is focusing CIT on efforts that directly impact research and development activities, commercialization of new technology, and ensuring that the entire Commonwealth benefits from the positive contributions that the technology sector continues to make to Virginia's economy.

Renewing efforts to increase funding to Virginia's universities for research and development activities. The Virginia Research and Technology Advisory Commission conducted a series of briefings for Virginia's Congressional delegation focused on the importance of increasing the competitiveness of Virginia's universities in research and development activities. The series of briefings made clear that cutting-edge research in areas including information technology and biotechnology are only possible through additional support from the federal government.

Improving cooperation with the Secretary of Commerce and Trade. Efforts to promote the growth of the technology sector can only be made possible with the close cooperation of the Secretary of Commerce and Trade. The Secretary of Technology is working in conjunction with the Secretary of Commerce and Trade on a number of technology-related initiatives, and this close cooperation will continue to be a hallmark of the Warner administration.

Identifying the Commonwealth's IT challenges and opportunities. In a presentation delivered to the Governor's Commission on Efficiency and Effectiveness, the Secretary of Technology presented an overview of the state of information technology in the Commonwealth. Based upon a preliminary analysis of the current state of the

Commonwealth's management of information technology, the Secretary recommended changes in four key areas:

1. Streamlining core technology as a centralized statewide resource
2. Changing procurement in three areas: management of procurement; leveraging of the Commonwealth's purchasing power; and exploration of all options so as to focus on core business activities
3. Improving accounting for technology budgeting and expenditures
4. Changing the structure of technology funding to encourage investment and return on investment (ROI)

These reforms seek to make Virginia a leader not only in technology, but also in how state governments are managed and governed. With these reforms in information technology, the Governor and the Secretary of Technology will have immediate, tangible impacts upon the efficiency and effectiveness of state government, with measurable, bottom line results.

Initiating preparation of the statewide strategic information technology plan. The Secretary of Technology has initiated preparation of the first Statewide Strategic IT Plan containing enterprise-wide initiatives for the cost-effective provision of core technology services. The plan will incorporate best practices from business and industry applicable to the "conglomerate" that is state government. Components of the plan are being prepared on a schedule coordinated with and designed to complement the work of the Governor's Commission on Efficiency and Effectiveness

Developing accountability in the Commonwealth's IT projects. Under the direction of the Secretary of Technology, the Department of Technology Planning (DTP) has undertaken efforts to identify and benchmark all major (\$1 million or more) IT projects in state government. A total of 55 projects have been identified through this process. Information related to these projects will be incorporated into a web-based management application called "Project Dashboard," allowing ongoing evaluation of major IT initiatives. Through this process, the administration has been able to identify and address longstanding concerns on two major projects: the Department of Medical Assistance Services' Medicaid Management Information System (MMIS) and the Department of General Services' eVA project. The Office of the Secretary of Technology is actively working with the Secretary of Health and Human Resources on MMIS and the Secretary of Administration on eVA to resolve outstanding issues that have arisen with these projects.

Continuing and improving leadership in e-government initiatives. The Commonwealth continues to maintain its leadership in e-government initiatives, as demonstrated by a PriceWaterhouseCoopers study of state websites that ranked Virginia's website eighth in the nation. To maintain this leadership, the Commonwealth has rolled out new e-government initiatives during the first 100 days of the Administration, including:

- **Live state government on-line help** (<http://www.myvirginia.org>). Virginia was the first state portal in the nation to offer live on-line help, providing customer service between 8:00 A.M. and 5:30 P.M. The service, averaging about 550 chats a month, has been a huge success, based upon customer feedback and the significant reduction in customer service inquiries via phone and e-mail. The innovative nature of this service has already been recognized with a 2002 E-Government Pioneer Award, an award that will be presented at the E-Gov 2002 Conference in June.
- **Online research request and payment service at the Library of Virginia** (<https://www.vipnet.org/lov/research.cgi>). The Library of Virginia launched an online service that will allow users to order and pay for Library research materials. Citizens are able to request items such as copies of Bible records, archived information, newspaper articles, and copies of posters, military records, as well as other library materials. After requesting an item, an individual is able to complete the order form online, pay with a credit card, and receive the requested information via the mail.
- **Legislative tracking** (<http://www.vipnet.org/liab/citizen.htm>). The Commonwealth of Virginia launched a new service allowing citizens to track, free of charge, up to five bills under consideration by the General Assembly. Available previously only to subscribers of the Lobbyist-In-A-Box service, the free legislative tracking service was used by over 1,300 individuals during this year's legislative session.

On the Legislative Front

Improving IT procurement (HB 519/Del. DeVolites). The Information Age can bring significant cost savings to any organization, including state government – but only if we harness its opportunities wisely. For too long, state information technology projects have experienced too many major cost overruns. It's time to deliver IT projects on time and on budget. By reforming IT procurement and more fully integrating technology into the way we do business, the Commonwealth can serve Virginians better and save money as well. A key first step is legislation to give the Secretary of Technology authority for IT procurement by state agencies, including colleges and universities. The Governor worked to win passage of this legislation.

Expanding local access to telecommunications services (SB 245/Sen. Wampler & HB 1021/Del. D.W. Marshall). Governor Warner is strongly committed to helping the people of rural Virginia receive quality, affordable access to the Internet and state-of-the-art telecommunications. Telecommunications have become critical to education and economic development. We must make sure that no part of Virginia is left behind in terms of rapid access to knowledge and the tools to attract and retain businesses. In an effort to speed deployment of high-speed communications infrastructure to under-served areas, Governor Warner signed legislation giving local governments authority to provide

affordable high-speed telecommunications services to residents. This is an important component of his efforts to expand economic opportunity in rural Virginia.

Reforming strategic planning of state government information technology resources (HB 823 & 824/Del. Nixon). Governor Warner signed this legislation to give the Secretary of Technology responsibility for security audits and security of government information, as well as a separate measure to clarify the Secretary's responsibility to coordinate planning and implementation of IT projects with statewide application.

Agency Initiatives & Accomplishments

Expanding entrepreneurial training programs. Virginia's Federal and State Technology (FAST) Program launched its entrepreneurship boot camps in Richmond – with others scheduled in Hampton Roads and Northern Virginia. A special Life Sciences Boot Camp is on tap in Charlottesville. These boot camps are one of a number of initiatives (funded through the federal Small Business Administration and the state Center for Innovative Technology) that are geared to help small business owners – particularly women and minorities – to commercialize research developed through the federal Small Business Innovation Research program.

Facilitating university technology transfer efforts. CIT launched an initiative with ALCOV, the Association of Licensing Professionals in Virginia, to improve the technology transfer capacity at the state's research universities through a combination of technology and relationship building. This work also provides a foundation to support research into how to improve Virginia's record in commercializing technology, a stated priority of the Governor's as well as a study request by the General Assembly.

Increasing access to broadband communications. CIT launched a statewide campaign to increase Virginia businesses' participation in VirginiaLink, a discount program geared towards increasing business access to high-speed, high-quality telecommunications. More than 300 companies are now eligible to purchase services from 14 VirginiaLink partners, who have guaranteed flexible contracts, discounted services, and in some cases, have extended availability in areas that had prohibitive costs for anything more than a low-end connection.

Providing seed funding for basic research. CIT provided seed funding and feasibility funding to research consortia working on capturing significant federal funding. Efforts funded during the first 100 days include biodefense, nanotechnology, and homeland defense.

Facilitating web enablement and e-government initiatives. The Department of Information Technology (DIT) has been assisting a number of state agencies in their web enablement projects, including the Secretary of the Commonwealth, the Virginia Department of Transportation (VDOT), the Virginia Employment Commission (VEC), the Department of Social Services (DSS), the State Compensation Board (SCB), the

Department of Motor Vehicles (DMV), the State Corporation Commission (SCC), the Department of Human Resource Management (DHRM), and the Virginia Retirement System (VRS). These projects are essential to moving Virginia forward in e-government initiatives and allow agencies to further expand services on the Internet.

Enhancing information security. Information security continues to be a focus of the service offerings provided by DIT. Two efforts assisting agency initiatives are:

- **IntelliSHIELD.** DIT created an online application to present CyberSecurity News to promote DIT's IntelliSHIELD service. This service uses a vast global network of security sources to provide real-time alerts about security issues (software vulnerabilities, viruses, Trojan horses and DDOS attacks). The listing of CyberSecurity News can be seen at: <http://www.dit.state.va.us/security/cyberSec/>
- **Virtual Private Network (VPN) Services.** DIT developed a statewide Virtual Private Network (VPN) service through WorldCom that allows encrypted information to be sent across the Commonwealth. During the first 100 days, the State Police have begun implementing this service. It will be the first major agency to convert to the VPN service on a large scale.

Implementing Virginia Base Mapping Program. The Virginia Base Mapping Program (VBMP) has successfully completed the capture of high quality aerial photography for the entire state. This accomplishment represents a major landmark in the mapping industry—the most photographs ever taken for a single project in a single, two-month flying season.

Accurate base maps are an essential tool in almost every aspect of state and local government operations. The Virginia Base Mapping Program will for the first time allow every local government and every state agency to share a single, consistent mapping foundation. Completion of the statewide aerial photography (known in the industry as “digital orthophotography”) marks the end of the first phase of the program. The images will be used in the remaining two phases of the program to create accurate photos (“digital orthoimagery”) covering approximately 48,000 square miles, with the end product delivered to each of Virginia’s cities, counties, and state agencies by February 2003. The VBMP is managed by the Virginia Geographic Information Network Division (VGIN) of DTP, and funded by the State E-911 Wireless Services Board.

Streamlining online filing of unemployment claims. The Virginia Employment Commission has asked VIPNet (Virginia Information Providers Network) to develop an online service that will facilitate the filing of initial claims for unemployment benefits. The first phase of this project went live in April. Two additional phases – real-time updates to VEC’s database and presentation of the online service in Spanish – will be completed on or before July 1.